

**Response –**  
**Haygarth Doctors to Talgarth Town Council – 9 Oct 2020**

**From:** (Hay On Wye - Hay On Wye Health Centre)

**Sent:** 09 October 2020 17:50

**To:** clerk@talgarthtowncouncil.co.uk

**Subject:** FW: Haygarth Doctors' Proposals for curtailed opening hours at Hay & Talgarth sites

Dear Ms Rumsey

Thank you for your e-mail, I have forwarded to the GP Partners for review.

Haygarth Doctors made an application to reduce the number of hours that the practice is open to Powys Local Health Board, which has been accepted.

As you can appreciate under the constraints of COVID not all of the usual means of the consultation process have been available to us. We have however, utilised the social media platform and issued leaflets to patients attending the surgery.

With regard to the Total Nurse Triage Service, reports and outcomes of this service are available on the Red Kite website and can be found under services/Total Triage. <https://www.redkiteltd.co.uk>

It is with regret that the practice has had to reduce the opening hours, however we will continue to provide the same level of services from both sites. The telephones will remain fully operational and the Dispensary Hatch will be open for patients to collect prescriptions until 5.15pm on the closed site.

Yours sincerely

On behalf of Haygarth Doctors